

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Janaki P. Kumar
Serial No. : Unknown
Filed : April 14, 2004
Title : RULE TEMPLATES

Art Unit : Unknown
Examiner : Unknown

MAIL STOP PATENT APPLICATION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Applicant submits the references listed on the attached form PTO-1449.

This statement is being filed with the application. Accordingly, only copies of foreign patent documents and non-patent literature are enclosed. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: April 14, 2004



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| Substitute Form PTO-1449 (Modified) | U.S. Department of Commerce Patent and Trademark Office | Attorney's Docket No. 13906-171001 | Application No. N/A |
| Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b)) | | Applicant Janaki Kumar | |
| | | Filing Date April 14, 2004 | Group Art Unit |

| U.S. Patent Documents | | | | | | | |
|-----------------------|-----------|-----------------|------------------|-------------|-------|----------|----------------------------|
| Examiner Initial | Desig. ID | Document Number | Publication Date | Patentee | Class | Subclass | Filing Date If Appropriate |
| | AA | 6,249,807 | 06/19/2001 | Shaw et al. | | | |
| | AB | 6,282,565 | 08/02/2001 | Shaw et al. | | | |
| | AC | 10/777,420 | N/A | Kumar | | | 02/12/2004 |

| Foreign Patent Documents or Published Foreign Patent Applications | | | | | | | | |
|---|-----------|-----------------|------------------|--------------------------|-------|----------|-------------|----|
| Examiner Initial | Desig. ID | Document Number | Publication Date | Country or Patent Office | Class | Subclass | Translation | |
| | | | | | | | Yes | No |
| | AD | | | | | | | |

| Other Documents (include Author, Title, Date, and Place of Publication) | | |
|---|-----------|--|
| Examiner Initial | Desig. ID | Document |
| | AE | "CRM Systems Section" <u>CRMBuyer Magazine</u> , obtained at http://www.crmbuyer.com/perl/story/20690.html , printed from the Internet on November 17, 2003. |
| | AF | Starmanns, "Rule-Based Personalization in mySAP CRM E-Commerce", <u>SAP AG</u> , 2003, 78 pages. |

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|--|-----------------|
| Examiner Signature | Date Considered |
| EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. | |